GLENDALE COMMUNITY COLLEGE DISTRICT   **CLASS DESCRIPTION**

NETWORK ADMINISTRATOR

DEFINITION

Performs complex duties in the development, installation, upgrade, administration, security and maintenance of the District's wired and wireless network. Monitors networks servers, equipment and devices for performance and stability. Serves as a technical advisor for complex network, communication and configuration issues.

SUPERVISION RECEIVED AND EXERCISED

Supervision is received by Information and Technology Services management personnel.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

EXAMPLES OF DUTIES

Designs and develops network infrastructure incorporating multiple technologies and protocols.

Installs, upgrades, replaces, configures, integrates and maintains network hardware, software and devices, including servers, switches, routers, bridges, gateways and cabling.

Analyzes network capacity, recommend system network standards, upgrade procedures and maintenance activities to achieve the highest possible reliability, accessibility and security of computer systems.

Programs, monitors and analyzes campus-wide firewalls and authentication servers ensuring the security of the systems.

Designs, installs, configures, maintains and troubleshoots the VoIP (Voice Over IP) network infrastructure, including switches, power supplies, routers and related equipment.

Troubleshoots, diagnoses and resolves server connectivity and performance issues.

Logs and tracks service calls to District's software/hardware maintenance vendors as necessary.

Monitors system performance and resource utilization; perform capacity planning as required.

Audits, analyzes and resolves problems with the campus-wide high speed circuits.

Coordinates between operations, applications and system staff.

Maintains documentation on network servers, hardware, software and other devices.

Provides technical assistance to the District.

Maintains security and user accounts.

Back-ups system and databases including recovery activities.

Selects, trains, evaluates and maintains schedules of student workers.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Network system architecture and operations, including related components, equipment and devices.

Data communication network architecture and operations.

Security planning and recovery techniques.

System analysis and research methods.

Remote access.

Technology and methodology of the latest computer and network operating systems and telecommunications software.

Project management methods and techniques.

Ability to:

Work independently without direct supervision.

Troubleshoot and resolve complex software and hardware problems.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative and effective working relationships with members of the college community and outside contacts.

Interpret detailed systems and procedures.

Prepare clear, concise and accurate system documentation and reports.

Interview, train, and provide work direction to student workers.

EMPLOYMENT STANDARDS

Minimum Qualifications:

Bachelor's degree from an accredited college or university in Computer Information Systems or related field.

Two years of work experience in network server administration.

OR

An Associate's Degree from an accredited college or university.

Four years of direct work experience in computer and network systems operation and/or programming.

Desirable Requirements:

Certified Network Associate certification (CCNA/CCNP)

EMPLOYMENT STANDARDS (continued)

Microsoft Certified System Engineer certification (MCSE)

Special Requirements:

Stay current in changing technology by reading professional periodicals and related texts, and by attending seminars and classes.